



1Fu 2643

**PATENT APPLICATION**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of

Docket No: Q63703

Alban COUTURIER

Appln. No.: 09/816,465

Group Art Unit: 2643

Confirmation No.: 6482

Examiner: Harry S. Hong

Filed: March 26, 2001

For: A MODULAR SYSTEM FOR MANAGING SERVICE CALLS, IN PARTICULAR  
TELECOMMUNICATION SERVICE CALLS

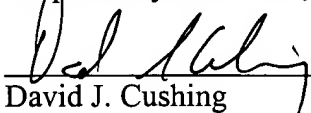
**REQUEST FOR ISSUANCE OF NEW OFFICE ACTION**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In April of 2005, the undersigned received a telephone call from Examiner Harry Hong inquiring as to the status of the above application. The Examiner noted that an Office Action was still in the file and had been returned to the United States Patent and Trademark Office as "undelivered". A copy of the first page of the Office Action dated October 7, 2003, along with a copy of the print-out from Pair noting on October 22, 2003, that "Mail was returned to USPTO as undeliverable" is attached. Since Applicant never received or was aware of the Office Action dated October 7, 2003, issuance of a new Action is requested.

Respectfully submitted,

  
David J. Cushing

Registration No. 28,703

SUGHRUE MION, PLLC  
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WASHINGTON OFFICE

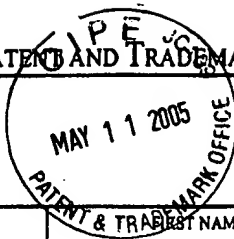
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Date: May 11, 2005



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APPLICATION NO.	FILING DATE	INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/816,465	03/26/2001	Alban Couturier	Q63703	6482

7590 10/07/2003  
SUGHRUE, MION, ZINN, MACPEAK & SEAS, PLLC  
2100 Pennsylvania Avenue, N.W., Suite 800  
Washington, DC 20037-3213

EXAMINER

HONG, HARRY S

ART UNIT PAPER NUMBER

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DATE MAILED: 10/07/2003

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09/816,465 Modular system for managing service calls, in particular telecommunication service calls



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